DOCUMENT RESUME

ED 134 206 IR 004 391

AUTHOR	Tannenbaum, Arthur C.; Hoban, Mary Frances
TITLE	New York University Elmer Holmes Bobst Library. A User Survey, Spring 1976.
INSTITUTION	New York Univ., N.Y. Elmer Holmes Bobst Library.
PUB DATE	76
NOTE	40p.
EDRS PRICE	MF-$0.83 HC-$2.06 Plus Postage.
DESCRIPTORS	Library Administration; *Library Planning; *Library Research; *Library Surveys; *University Libraries; *Use Studies
IDENTIFIERS	New York University

ABSTRACT

A user survey was conducted at the Elmer Holmes Bobst Library and Study Center of New York University to collect specific data for resource planning after two and a half years of operation. A questionnaire given to a sample of students and faculty in each school provided data on library usage (how much and for what purpose), user satisfaction with resources, staff, services and hours, and suggestions for improvement. The results showed that the students were generally neutral in regard to the library. Faculty were less than neutral but offered few suggestions for improvement. The study does indicate that students share common needs, concerns, and attitudes regardless of origin. The text of the report is supported by tables. (WBC)

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A USER SURVEY

SPRING 1976

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IR004391

Abstract

for

NEW YORK UNIVERSITY
ELMER HOLMES BOBST LIBRARY

A User Survey, Spring 1976

The investigators conducted a User Survey of the Elmer Holmes Bobst Library, polling approximately ten percent (10%) of the student body at New York University. A questionnaire, chosen from a number of user surveys current in the academic library field, and modified for Bobst Library purposes with the assistance of the Deans, faculty and library staff, was presented to the Dean's Council in December 1975. The Council approved the project and agreed to permit class time for the survey.

After piloting the survey, the questionnaire was administered in February and March, 1976. Some of the major observations indicated that the open stacks were most heavily used, consolidation of periodicals would be helpful, the collections are in good condition, and students are generally unaware of library orientation or instructional programs. Further analysis of the 1,748 respondents explored usage, satisfaction with services and suggested improvement. In a general sense, the students were neutral in their regard of the library and receptive to filling out the form. The faculty, however, and again as a generalization, were less than neutral and repeatedly remarked that "they hoped this questionnaire would improve conditions" at the library.

Introduction

The Elmer Holmes Bobst Library and Study Center of New York University is the largest open stack library in New York City, and one of the largest open stack research libraries in the United States. It was formally opened in the Fall of 1973. This construction of a new major library building was, in part, a result of the New York University Self-Study, 1956, which encouraged its existence. In fact, a basic recommendation of the Self Study was to erect a new library building. Chief features of this proposed building, for the user, included a readily accessible Study Hall and Reserve Books floor, large collections of reference works and periodicals on open display near the street level, and central stack extending through several floors with a number of seats and cubicles placed around these stacks. By and large, these recommendations were incorporated into the Bobst Library.

By the Fall of 1975, it was easy to see that some of the goals of the library, directly involving users, were being accomplished. The building attracted many people, as many as 3,000 per day. The first year's statistics showed 500,000 turnstile entrances and 270,000 book transactions during this period. These totals increased the second year. And yet, where people went once they were in the building, why they were present, and what they were after, were questions that could only be answered by observation and empirical comment. The same was true for the users'

attitudes about the collection and the services provided. The library believed, for accurate resource planning, that it was necessary to collect more specific data than this.

Method

A questionnaire, chosen from a number of user surveys current in the academic library field, and modified for Bobst Library purposes with the assistance of the Deans, faculty and library staff was presented to the Deans Council in December, 1975. The Council approved the format and allowed the testing to take place in University classroom sites during class times. The Council supported the idea that the classroom canvassing would predict a guaranteed high return of all NYU students, not only the "conscientious" element that might fill and return a mail sampling. Each school accepted responsibility for selecting representative students for the testing, and for coordinating the activity with the appropriate faculty. This was done entirely on a voluntary basis as was filling out the questionnaire itself. Table I provides a statistical summary of total points as distributed in the schools in September, 1975, and shows how the survey reflects this distribution in its sampling. This count reflects approximately 10% of the students enrolled in the schools. A pilot of the survey, conducted in the library in January, 1976, included 100 student volunteers, who were requested to comment on any problem or confusion that the survey reflected. These comments

were noted and minor changes made. Classroom visits began in February and ran through March, 1976.

As often as possible the survey was introduced by a faculty member of the library as follows: "The Bobst Library has been open for almost two and one-half years now, with little opportunity to question users, in a formal way, about the building and its services. We welcome this occasion to ask you to evaluate our collection and staff. The questionnaire allows for you to tell us what you like and what you would like to see, to perhaps recommend something new or make comment on what is present. Thank you for your cooperation on this project".

Initial Report

The accumulation of data allowed a first report to be presented to the Deans Council in April. Each school received a copy of the Composite Statistics (see Composite Statistics) as well as an individual breakdown of the Composite for each school's participants. Included with the report were tables reflecting a summary of participating students and the distribution of these students as to Academic Levels (tables II, III). The composite indicated certain observations or patterns of use that were reported to the Deans as follows:

1. The majority of students use the library for course related assignments, research or study facilities; they rarely use the premises for social purposes.

2. The services rendered by library faculty and staff, when asked for, are well received. A majority of students do not request this assistance on a frequent or regular basis.

3. Books on the open stacks are the most frequently used resource, with Reserve, Periodicals, and Reference materials also in heavy demand.

4. A majority of students would consider consolidation of the periodicals in one area (excluding Science) to be helpful.

5. Students are generally unaware of Library orientation or instructional programs.

6. The collection is perceived to be in good physical condition.

7. The current library hours are adequate.

By the end of the Spring semester, the data collected could be arranged in other ways than the composite form. This report is intended to allow the Library to use this information, in its planning of resources and commitments for the University community, with regard to the University's major component, its student body.

Data Collection

The survey, as distributed, comprised five mimeo pages on standard office stationery. Page one listed seven items, or variables, including school, level, residence, age, status as full-time or part-time, and financial aid. Pages two through

five detailed 22 questions including a schedule of library hours. Multiple choice answers were also listed to be checked.

Survey forms were coded, punched, and then tabulated. Each response was prescribed on a punched card. Each column represented a question and each row an answer. Multiple punches were used to register more than one answer per question.

The Respondents

There are 1748 respondents distributed as in Table 3: WSUC (513), SEHNAP (445), GSAS (194), BPA (165), SOA (154), GPA (116), SSW (90), and SCE (71). The population, as distributed, attempted to draw quotas from each school according to the total point counts as reported in September, 1975. These quotas were generally met with the exception of BPA.

The participants consisted on 52% undergraduate, 47% graduates, and 1% special students.

The residential distribution shows 70% commuters, as against 18% off campus Greenwich Village, and 11% on campus.

The age distribution centers between 18-24 years, at 63%, 25-30 years at 22%, 31-35 years at 7% and the rest at 8%.

The proportion of women to men is 54% for the former, and 45% for the latter. There is 1% no reply. (eg. in SEHNAP the proportion of female to male is 386 F and 56M. This represents of the 445 answers, 87% F, 12%M and 1% not identified).

The full-timers stand at 73% and the part-timers 26% and 1% no answer.

The findings on Financial Aid show that 53% received no financial assistance, 43% received some financial aid, 3% were on work study programs, and 2% no answer.

Data Analysis

The statistical summaries presented are to show how the participants felt about aspects of library use. A frequency of use variable has been identified to study 1) usage, 2) satisfaction with services, and 3) suggested improvements. This variable is called heavy if respondents use the library at least once weekly, and light if respondents use the library on less frequent intervals. This data has been reduced to percentiles, using two digit figures, with the "no answer" category excluded. The data has been arranged in a decreasing order of preference for the convenience of visualizing an analytical viewpoint. The sum total 1,748 participants in the survey includes 970 "heavy" users, and 758 "light" users.

LIBRARY USAGE

A) How much

Heavy: 57% of the respondents fell into this classification. Reasons cited for non-use of Bobst include 27% who do not have enough time or find it difficult to get materials, 12 % who do not need library materials for school work, 11% who buy their own

magazines and books, and 23% cite other reasons. 44% spend at least one hour per visitation and 46% spend in excess of two hours per visit.

Light: 43% of the respondents fall into this classification. Reasons cited for non-use of Bobst include 27% who do not have enough time, 17% who believe it is difficult to get materials or who buy their own materials, 16% who have no need of library materials for school work, and 23% who cite other reasons. Only 34% spend more than two hours per visit, while 38% spend at least one hour and 28% spend less than one hour per visit.

	HEAVY USER TOTAL %	LIGHT USER TOTAL %
I VISIT BOBST LIBRARY		
1. 1-5 TIMES/DAILY, OR WEEKLY	57	0
2. 1-3 TIMES/MONTHLY	0	43
TOTAL & PERCENT	57	43
I DO NOT USE BOBST LIBRARY BECAUSE		
3. DONT HAVE ENOUGH TIME	27	27
4. DIFFICULT TO GET MATERIALS	27	17
1. BUY MY OWN MAGAZINE & BOOKS	11	17
5. NO NEED FOR SCHOOL WORK	12	16
2. USE OFF-CAMPUS LIBRARIES	7	12
7. OTHER REASONS	12	6
6. DONT LIKE LIBRARIES	4	5
TOTAL	100	100
AVERAGE TIME I SPENT AT BOBST		
2. LESS THAN TWO HOURS	44	38
3. OVER TWO HOURS	46	34
1. LESS THAN ONE HOUR	10	28
TOTAL	100	100

B) For what purpose

Heavy: The library function is to support study, teaching and research. 35% of users in this category study using their own materials and 32% use library materials for course work as primary purposes for library visits. They also use Bobst to circulate books (22%) and do research (20%). 56% emphasize that the library is never used for social reasons.

Light: 47% use Bobst to find materials for course work as the primary purpose; they also use the library to do research (24%), charge or return books (23%), or study their own materials (19%). 81% of these users state they never use the library for social reasons.

	HEAVY USER TOTAL %	LIGHT USER TOTAL %
MY PRIMARY PURPOSE TO THE LIBRARY		
3. FIND MATERIALS FOR A COURSE	32	47
4. DO RESEARCH	16	19
2. STUDY MY OWN MATERIALS	35	14
1. CHARGE/RETURN BOOKS	9	14
9. OTHER	2	3
6. LISTEN TO MUSIC	1	2
5. DO CASUAL READING	4	1
8. USE BOOK LOCKER	1	0
7. ATTEND CLASS	*	*
TOTAL	100	100
I ALSO USE BOBST TO		
4. DO RESEARCH	20	24
1. CHARGE/RETURN/RENEW BOOKS	22	23
3. FIND & USE MATERIALS	24	21
2. STUDY, USING MY OWN MATERIALS	17	19
5. DO CASUAL READING	10	5
9. OTHER	2	4
6. LISTEN TO MUSIC	3	3
7. ATTEND CLASS	*	1
8. USE BOOK LOCKER	2	*
TOTAL	100	100
I USE BOBST FOR SOCIAL REASONS		
4. NEVER	56	81
3. LESS THAN 50% OF MY VISITS	36	16
2. MORE THAN 50% OF MY VISITS	6	2
1. ON EVERY VISIT	2	1
TOTAL	100	100

C) Which materials and resources

Heavy: The subject areas used consistently are Humanities (16%), Social Sciences (19%), and Psychology (12%), with the greatest frequency occurring in Humanities (17%), Social Sciences (16%), Business and Economics (13%), and Applied Science (12%). The resources used most consistently are general stacks (24%), Reserve (22%), Periodicals/Newspapers (21%), and the Reference collection (16%). The greatest frequency of use occurs in the general stacks (41%).

Light: The subject areas used consistently are Social Sciences (16%), Humanities (14%), Psychology (13%) and Applied Sciences (13%), and Education (10%), with the greatest frequency occurring in Applied Science (16%) followed by the Humanities and Social Sciences at 12% each. The resources used most consistently are books from general stacks (25%), Reserve materials (23%), Periodicals/Newspapers (20%), and the Reference collection (19%). The greatest frequency of use is again the general stacks (36%).

	HEAVY USER TOTAL %	LIGHT USER TOTAL %
THE SUBJECT AREAS I USE ARE		
7. SOCIAL SCIENCES	19	16
3. HUMANITIES	16	14
9. PSYCHOLOGY	12	13
6. SCIENCE, APPLIED	9	13
1. EDUCATION	7	10
11. FILM, DRAMA, CINEMA	6	8
10. BUSINESS, ECONOMICS	9	7
8. PUBLIC ADMINISTRATION	3	5
4. MUSIC	4	4
2. SOCIAL WORK	5	4
5. SCIENCE, PURE	7	3
12. OTHER	3	3
TOTAL	100	100
I USE THE SUBJECT AREA MOST OFTEN		
6. SIENCE, APPLIED	12	16
3. HUMANITIES	17	12
7. SOCIAL SCIENCES	16	12
11. FILM, DRAMA, CINEMA	5	10
10. BUSINESS, ECONOMICS	13	9
1. EDUCATION	5	8
9. PSYCHOLOGY	8	8
8. PUBLIC ADMINISTRATION	5	7
2. SOCIAL WORK	5	5
5. SCIENCE, PURE	9	5
12. OTHER	3	5
4. MUSIC	2	3
TOTAL	100	100
I USE THE FOLLOWING RESOURCES		
4. BOOKS FROM GENERAL STACKS	24	25
2. RESERVE	22	23
1. PERIODICALS/NEWSPAPER	21	20
3. REFERENCE COLLECTION	16	19
5. MICROFORMS	7	6
8. MUSIC LISTENING	4	3
7. GOVERNMENT DOCUMENTS	4	3
9. OTHER	1	1
6. INSTRUCTIONAL MEDIA CENTER	1	1
TOTAL	100	100
1 THE PARTICULAR RESOURCE WHICH I USE		
4. BOOKS FROM GENERAL STACKS	41	36
2. RESERVE	21	23
1. PERIODICALS/NEWSPAPER	18	18
3. REFERENCE COLLECTION	14	15
8. MUSIC LISTENING	2	4
9. OTHER	1	2

USER SATISFACTION

A) With library resources and their availability

Heavy: The expectation rate in finding materials is: about 48% felt that the probability of finding materials is good, while 8% checked excellent. About 30% indicated fair, 12% poor, and 2% believed that the question did not apply. About 50% felt their abilities to locate materials made the task possible, while 33% made the task probable and 17% felt little confidence in locating books. That books in the catalog are on the shelves refers to the availability of the materials. About 50% felt that it happens sometimes, 34% of the respondents checked that they "usually" could find books, and 16% rarely found that which they were seeking. With open stacks in the Bobst Library, the users can browse over and often select substitute titles. The great majority of users perceived the collection to be in good to excellent physical condition.

Light: The expectation rate in finding materials is: about 45% felt that the probability of finding materials is good, while 5% checked excellent. About 30% indicated fair, 15% poor and 2% believed the question did not apply. About 52% felt their abilities to locate materials made the task possible, while 28% made the task probable, and 20% felt little confidence in locating books. As to the availability of materials: about 52% felt

that it happens sometimes, 30% believed it the case usually, and 18% of the respondents checked they could rarely find materials. Again, the great majority of users judged the physical condition of the books to be good to excellent.

	HEAVY USER TOTAL %	LIGHT USER TOTAL %
MY SUCCESS IN FINDING MATERIALS IS		
2. GOOD	45	45
3. FAIR	30	30
4. POOR	12	15
1. EXCELLENT	8	5
5. QUESTION DOES NOT APPLY	2	5
TOTAL	100	100
MY ABILITY TO FIND MATERIALS		
2. SOMETIMES ABLE TO FIND	50	52
1. USUALLY ABLE TO FIND	33	28
3. RARELY ABLE TO FIND	17	20
TOTAL	100	100
BOOKS ARE ON THE SHELVES		
2. SOMETIMES	50	52
1. USUALLY	34	30
3. RARELY	16	18
TOTAL	100	100
THE PHYSICAL CONDITION OF THE MATERIALS		
2. GOOD	64	65
3. FAIR	16	16
1. EXCELLENT	17	14
5. QUESTION DOES NOT APPLY	1	3
4. POOR	2	2
TOTAL	100	100

B) With library staff and service

Heavy: Under the heading "the services I receive from librarians" there are five choices. About 52% felt the service was good, 19% thought it was excellent, 16% considered it to be fair, 4% felt it was poor, and 9% of the participants said the question does not apply. The question asking how often the librarians are asked for assistance was answered as follows: 47% requested assistance occasionally, 31% asked at infrequent intervals, 12% depended on their guidance generally, and 10% answered never. The question on library orientation, etc. shows that the majority of students are unaware of their existence.

Light: About 47% believed the services received from librarians was good, 14% thought it was excellent, 20% considered it to be fair, 3% felt it was poor, and 16% said the question didn't apply. The librarians were asked for assistance as follows: 43% requested assistance occasionally, 29% asked at infrequent intervals, 16% depended on their guidance generally and 12% responded "never". The question on library orientation revealed that 78% of the participants were unaware of them.

	HEAVY USER TOTAL %	LIGHT USER TOTAL %
SERVICES I RECEIVE FROM THE LIBNS		
2. GOOD	52	47
3. FAIR	16	20
5. QUESTION DOES NOT APPLY	9	16
1. EXCELLENT	19	14
4. POOR	4	3
TOTAL	100	100
I ASK THE LIBRARIANS FOR ASSISTANCE		
2. OCCASIONALLY	47	43
3. ON RARE OCCASIONS	31	29
1. GENERALLY	12	16
4. NEVER	10	12
TOTAL	100	100
LIBRARY ORIENTATION, ETC.		
3. NOT AWARE OF THEM	70	78
1. HELPFUL	15	12
2. OF LITTLE USE	8	7
4. OTHER	7	3
TOTAL	100	100

C) With library hours

Heavy: Referring to hours of the collections, about 55% thought they were adequate, 27% thought the hours more than adequate, and 18% felt they were less than adequate.

Light: About 58% believed the hours were adequate, 30% thought they were more than adequate, and 12% indicated they were less than adequate.

	HEAVY USER TOTAL %	LIGHT USER TOTAL %
PRESENT LIBRARY HOURS ARE		
2. ADEQUATE	55	58
1. MORE THAN ADEQUATE	27	30
3. LESS THAN ADEQUATE	18	12
TOTAL	100	100

SUGGESTIONS FOR IMPROVING SERVICES

A) Given our limited resources, what is the option to improve library services.

Heavy: About 20% checked that more copies of titles would help, while 23% picked this as the first alternate. 16% hoped for new titles and 17% picked this as the second choice. Another 13% requested increasing the hours of study, while 12% preferred assistance in the stacks. These last two options garnered 12% in the alternative category each.

Light: About 23% checked that more copies of titles would help and 24% picked this category as the alternative. The "light" user, perhaps due to unfamiliarity with the library layout, preferred assistance in the book stacks (15%), and more new titles, (14%) as the next likely choices. In the alternative category, the desire for new titles went up to 17% and assistance in the book stacks and quicker circulation each received 13% of the alternative picks.

B) Central Services: periodicals

Heavy: About 53% would like the periodicals consolidated, it makes little difference to 28% of the users, and 19% prefer the present arrangement.

Light: About 55% felt the consolidation of periodicals would be helpful, it would not matter to 31% of the "light" users, and 14% prefer the present arrangement.

	HEAVY USER TOTAL %	LIGHT USER TOTAL %
ALTERNATIVE TO IMPROVE SERVICES		
2. PROVIDE EXTRA COPIES	20	23
7. PROVIDE ASSISTANCE IN STACKS	12	15
1. PURCHASES OF NEW TITLES	16	14
6. SPEED UP LOAN DESK SERVICE	10	11
3. INCREASE THE REFERENCE STAFF	8	10
8. INCREASE THE HOURS	13	10
5. INCREASE THE HOURS OF SERVICE	10	6
4. INCREASE SHELVING STAFF	8	7
9. OTHER	3	2
TOTAL	100	100
THE 2ND ALTERNATIVE IS		
2. PROVIDE EXTRA COPIES	23	24
1. PURCHASES OF NEW TITLES	17	17
7. PROVIDE ASSISTANCE IN STACKS	12	13
6. SPEED UP LOAN DESK SERVICE	10	13
3. INCREASE THE REFERENCE STAFF	6	9
4. INCREASE SHELVING STAFF	7	8
8. INCREASE THE HOURS FOR STUDY	12	8
5. INCREASE THE HOURS OF SERVICE	10	6
9. OTHER	3	2
TOTAL	100	100
IF PERIODICALS WERE TOGETHER, RESULT		
1. HELPFUL	53	55
3. WOULD NOT MATTER	28	31
2. RATHER KEEP THE PRESENT	19	14
TOTAL	100	100

The selection of the "heavy/light" variable has been used as a means of comparison for this report. There are other factors, for purpose of comparing, that may be of interest. For example, commuters/residents or graduate/undergraduate comparisons may be revealing.

Table 4

Selected questions, sharing a high level interest for all schools, and subject to further analysis than the composite might offer, are assembled in this table by the school the respondent was registered in.

Table 5

The same questions, plus the frequency of visits to the library, distributed by seven cross sectoral arrays including three in residential distribution, two in full time/part time status and two in academic level.

SUMMARY

The User Survey is the first major attempt, in twenty years, to canvas and learn about student attitudes towards library services at New York University. In a general sense, the students were neutral in their regard of the library and receptive to filling out the form. The faculty, however, and again as a generalization, were less than neutral and repeatedly remarked as to how "they hoped this questionnaire would improve conditions" at

the library. It is recommended that a different instrument be designed for the faculty, to investigate the reasons for an attitude that is apparently commonly shared by so diverse a group. With the exception of good service and rapport with individual clientele (the normal practice as shown in this report), it will be difficult to inform the University community about any aspect of library service while the faculty maintains a position of benign indifference.

The Library operates on an assumption of equality for all users, a "first-come-first-served" service commitment. This commitment is generally reflected in the evenness of responses about these services as viewed by the student population. Parenthetically, the same evenness occurs for the students' evaluation of the collection and building activities. All tables, whether observed as Groups, Schools, or the Composite demonstrate the effect of this library service philosophy. The users have responded almost as a common voice.

This is certainly an advantage in those areas where the library is currently performing well. For any segment of service or building use that the Library wishes to examine, either as a response to this survey or for other reasons, it is of equal use to know that, by and large, students share common needs, concerns and attitudes regardless of their origins.

TABLE 1

STATISTICAL DISTRIBUTION

Schools and Colleges	Points (1975) Total	Points (1975) Percent	Survey Total	Survey Percent
Washington Square and University College (WSUC)	51,066	27%	513	29%
School of Education, Health, Nursing and Arts (SEHNAP)	53,281	28%	445	26%
College of Business, Public Administration (BPA)	9,549	5%	165	9%
School of the Arts (SOA)	19,431	10%	154	9%
School of Social Work (SSW)	7,993	4%	90	5%
Graduate Public Administration (GPA)	10,988	6%	116	7%
Graduate School of Arts and Sciences (GSAS)	26,797	14%	194	11%
School of Continuing Education (SCE)	8,478	4%	71	4%
TOTAL	187,583	99%	1748	100%

LIBRARY USER SURVEY

Table 2.

Summary of Participating Students from Eight Schools of the Washington Square Campus (by %)

SCHOOL	WSUC	SENHAP	CPBA	SA	SSW	GPA	GSAS	SCE
TOTAL	29.35%	25.46%	9.44	8.81	5.12	6.64	11.1	4.06
LEVEL								
Ph.D.	0	4.04	0	7.79	1.11	4.31	32.47	0
MA	0.58	73.26	3.64	27.92	96.67	95.69	67.01	4.23
BA Upper	71.54	16.40	84.85	42.21	2.22	0	0	80.28
BA Lower	25.73	3.82	11.52	22.08	0	0	0	14.08
Special	1.94	2.25	0	0	0	0	0	1.41
RESIDENCE								
On Campus	13.45	7.64	22.42	27.27	1.11	2.59	3.61	4.23
Off Campus	13.65	13.26	15.15	38.31	16.67	16.38	23.2	22.54
Commuter	72.32	78.2	62.42	34.42	81.11	81.03	72.16	71.83
AGE								
18-30	98.05	76.63	96.36	94.81	75.56	71.55	80.41	40.85
31-50	1.75	20.9	3.64	4.55	22.22	25.86	17.53	43.66
51-	0	0.22	0	0	0	0	0	4.23
SEX								
M	61.01	12.58	70.91	68.18	28.89	54.31	46.91	29.57
F	38.6	86.74	27.88	30.52	71.11	45.69	51.55	70.42
STATUS								
FT	94.74	56.85	97.58	89.61	94.44	36.21	44.33	26.76
PT	4.09	41.57	1.82	9.09	5.56	62.93	54.64	73.42
FINANCIAL AID								
None	43.08	64.72	53.33	61.04	53.33	74.14	77.84	61.97
Scholarship	55.95	35.73	46.06	36.36	43.33	22.41	22.16	33.8
LIBRARY VISITS								
1-5 times/week	70.37	37.75	63.03	40.91	61.11	37.93	67.53	61.56
1-3 times/month	29.63	59.33	36.97	58.44	37.78	60.34	30.93	39.44

Note: The "total" line represents 100% of the 1748 answered surveys. Each category in the columns above represents 100% of the answered surveys of that school only.

LIBRARY USER SURVEY
Table 3.
Academic Levels-Distribution in Schools

SCHOOLS	Ph.D.	MA	BA Upper	BA Lower	Special	No Answer	Participants by School
WSUC	0	3	367	132	10	1	513
SEHNAP	18	326	73	17	10	1	445
CBPA	--	6	140	19	-	-	165
SA	12	43	65	24	-	-	154
SSW	1	87	2	-	-	-	90
GPA	5	111	-	-	-	-	116
GSAS	63	130	-	-	-	1	194
SCE	-	3	57	10	1	-	71
Total No. by Academic Level	99	709	704	212	21	3	
Total No. of Participants in Survey							1,748

TABLE 4

Summary of participating students from eight schools of the Washington Square Campus to selected questions (by %)

	WSUC	SEHNAP	BPA	SA	SSW	GPA	GSAS	SCE
2. I do not use Bobst Library because								
a) I buy my own magazines and books	7%	11%	8%	10%	14%	8%	9%	6%
b) I use off-campus libraries	5%	9%	3%	7%	2%	12%	8%	4%
c) I don't have enough time	14%	18%	18%	16%	20%	24%	11%	12%
d) It is difficult to get materials	13%	12%	9%	14%	21%	10%	8%	4%
e) No need for school work	12%	7%	12%	19%	1%	4%	3%	1%
f) I don't like libraries	-	3%	4%	2%	1%	4%	2%	5%
g) Other reasons	5%	6%	4%	6%	3%	3%	3%	4%
h) No answer	44%	34%	42%	26%	38%	35%	56%	64%
3. Average time spent at Bobst								
a) less than one hour	16%	17%	13%	34%	7%	15%	13%	21%
b) less than two hours	47%	37%	43%	36%	43%	34%	33%	44%
c) over two hours	36%	39%	44%	27%	49%	46%	52%	35%
d) no answer	1%	7%	-	3%	1%	5%	2%	-
4. My primary purpose in coming to the library								
a) Charge/return books	8%	11%	4%	22%	11%	9%	12%	21%
b) Study my own materials	40%	18%	48%	17%	9%	22%	14%	14%
c) Find materials for a course	30%	46%	27%	33%	59%	41%	41%	39%
d) Do Research	12%	16%	14%	22%	14%	19%	27%	22%
e) Do casual reading	3%	2%	3%	5%	2%	2%	1%	3%
f) Listen to music	2%	1%	-	4%	-	-	1%	1%
g) Attend class	1%	-	-	-	-	-	-	-
h) Use book locker	1%	-	1%	-	-	-	-	-
i) Other	2%	2%	2%	4%	4%	2%	1%	-
j) No answer	1%	4%	1%	3%	1%	5%	3%	-
8. I use the library for social reasons								
a) on every visit	2%	1%	1%	1%	2%	1%	1%	-
b) on more than 50% of my visits	7%	3%	10%	-	1%	2%	3%	-
c) on less than 50% of my visits	38%	20%	36%	12%	25%	17%	23%	14%
d) never	50%	69%	51%	83%	71%	75%	67%	82%
e) no answer	3%	7%	2%	4%	1%	5%	6%	4%

TABLE 4

Summary of participating students from eight schools of the Washington Square Campus to selected questions (by %)

	WSUC	SEHNAP	BPA	SA	SSW	GPA	GSAS	SCE
11. My success in finding materials is								
a) excellent	8%	5%	6%	2%	-	12%	7%	18%
b) good	46%	39%	53%	34%	32%	42%	51%	61%
c) fair	28%	29%	25%	34%	55%	25%	26%	17%
d) poor	12%	15%	10%	20%	13%	11%	10%	3%
e) question does not apply	4%	4%	4%	5%	-	4%	3%	-
f) no answer	2%	8%	2%	5%	-	6%	3%	1%
12. Books in the catalog are on shelves								
a) usually	32%	22%	39%	18%	11%	34%	38%	58%
b) sometimes	46%	45%	47%	56%	59%	44%	45%	37%
c) rarely	16%	19%	11%	18%	28%	7%	10%	4%
d) no answer	6%	14%	3%	8%	2%	15%	7%	1%
13. I ask the librarians for assistance								
a) generally	14%	11%	15%	14%	12%	22%	7%	17%
b) occasionally	40%	46%	49%	29%	45%	40%	50%	48%
c) on rare occasions	30%	24%	24%	32%	33%	24%	31%	32%
d) never	12%	9%	9%	21%	10%	5%	10%	3%
e) no answer	4%	10%	3%	4%	-	9%	2%	-
14. The services I receive from librarians are								
a) excellent	17%	11%	18%	12%	10%	28%	16%	42%
b) good	49%	48%	44%	41%	59%	40%	51%	41%
c) fair	17%	16%	21%	21%	22%	14%	15%	11%
d) poor	4%	3%	6%	3%	1%	3%	6%	-
e) question does not apply	11%	13%	10%	20%	8%	6%	9%	6%
f) no answer	2%	9%	1%	3%	-	9%	3%	-

TABLE 4

Summary of participating students from eight schools of the Washington Square Campus to selected questions (by %)

	WSUC	SEHNAP	BPA	SA	SSW	GPA	GSAS	SCE
15. My ability to find materials								
a) able to find	31%	25%	31%	22%	18%	29%	35%	59%
b) sometimes able to find	46%	48%	51%	51%	53%	45%	51%	35%
c) rarely able to find	19%	17%	16%	21%	27%	13%	11%	6%
d) no answer	4%	10%	2%	6%	2%	13%	3%	-
18. Library orientation								
a) helpful	10%	13%	11%	3%	12%	10%	11%	58%
b) of little use	9%	5%	7%	4%	11%	2%	8%	15%
c) not aware of them	70%	67%	74%	81%	54%	75%	68%	23%
d) other	6%	4%	4%	3%	12%	1%	3%	-
e) no answer	5%	11%	4%	9%	11%	12%	10%	4%
19. Alternative to improve services								
a) purchases of new volumes	14%	12%	11%	18%	14%	10%	18%	10%
b) provide extra copies	18%	24%	14%	15%	30%	19%	18%	23%
c) increase reference staff	7%	8%	12%	4%	8%	13%	8%	6%
d) increase shelving staff	8%	7%	6%	7%	6%	6%	10%	5%
e) increase hours of service	11%	5%	12%	10%	9%	8%	9%	8%
f) speed up loan desk service	10%	10%	9%	9%	11%	10%	11%	15%
g) provide assistance in stacks	12%	14%	14%	7%	8%	10%	11%	21%
h) increase the hours	14%	9%	14%	12%	7%	12%	9%	8%
i) other	2%	3%	4%	5%	2%	2%	2%	-
j) no answer	4%	8%	4%	13%	5%	10%	4%	4%
21. Present library hours are								
a) more than adequate	29%	26%	28%	22%	31%	18%	20%	44%
b) adequate	50%	52%	52%	44%	54%	60%	61%	45%
c) less than adequate	18%	9%	16%	22%	13%	10%	15%	7%
d) no answer	3%	13%	4%	12%	2%	12%	4%	4%

TABLE 5

Summary of student profiles from the eight schools to selected questions (by %)	On Campus	Off Campus	Com-muter	Full Time	Part Time	Grad.	Under Grad
1. I visit Bobst Library							
a) 1-5 times week	64%	57%	54%	63%	34%	46%	64%
b) 1-3 times month	36%	42%	45%	37%	63%	52%	35%
c) no answer	-	1%	1%	-	3%	2%	1%
2. I do not use Bobst Library because							
a) I buy my own magazines and books	9%	9%	9%	8%	11%	11%	7%
b) I use off-campus libraries	3%	5%	12%	5%	12%	9%	5%
c) I don't have enough time	8%	12%	21%	14%	22%	18%	14%
d) It is difficult to get materials	13%	15%	10%	13%	9%	12%	11%
e) No need for school work	14%	11%	8%	10%	5%	5%	11%
f) I don't like libraries	6%	3%	3%	3%	2%	3%	3%
g) Other reasons	7%	5%	4%	5%	4%	4%	6%
h) No answer	40%	40%	35%	42%	35%	38%	43%
3. Average time spent at Bobst							
a) less than one hour	14%	19%	17%	16%	18%	17%	17%
b) less than two hours	33%	37%	43%	43%	35%	34%	46%
c) over two hours	53%	42%	37%	39%	40%	44%	36%
d) no answer	-	2%	3%	2%	7%	5%	1%
4. My primary purpose in coming to the library							
a) Charge/return books	10%	15%	10%	11%	12%	13%	10%
b) Study my own materials	34%	23%	26%	31%	13%	16%	36%
c) Find materials for a course	33%	37%	38%	33%	48%	45%	36%
d) Do Research	14%	17%	17%	16%	19%	19%	14%
e) Do casual reading	4%	2%	3%	3%	1%	2%	4%
f) Listen to music	2%	1%	1%	2%	-	-	2%
g) Attend class	-	-	-	-	1%	-	-
h) Use book locker	-	-	1%	1%	-	-	1%
i) Other	2%	3%	2%	2%	1%	2%	2%
j) No answer	1%	2%	2%	2%	1%	3%	1%

TABLE 5

Summary of student profiles from the eight schools to selected questions (Part)

	On Campus	Off Campus	Com-muter	Full Time	Part Time	Grad.	Under grad.
8. I use the library for social reasons							
a) on every visit	2%	1%	1%	1%	1%	1%	1%
b) on more than 50% of my visits	5%	2%	5%	5%	2%	2%	6%
c) on less than 50% of my visits	31%	19%	27%	31%	13%	19%	33%
d) never	60%	72%	62%	59%	77%	72%	57%
e) no answer	2%	6%	5%	4%	7%	6%	3%
11. My success in finding materials is							
a) excellent	5%	7%	7%	6%	8%	6%	8%
b) good	35%	39%	47%	43%	47%	41%	47%
c) fair	33%	30%	28%	31%	23%	31%	27%
d) poor	18%	18%	11%	13%	11%	14%	12%
e) question does not apply	7%	3%	3%	4%	4%	3%	4%
f) no answer	2%	3%	4%	3%	7%	5%	2%
12. Books in the catalog are on shelves							
a) usually	22%	25%	32%	29%	32%	26%	33%
b) sometimes	48%	48%	46%	49%	41%	47%	47%
c) rarely	22%	20%	13%	16%	13%	16%	14%
d) no answer	8%	7%	9%	6%	14%	11%	6%
13. I ask the librarians for assistance							
a) generally	14%	13%	13%	13%	12%	12%	13%
b) occasionally	34%	43%	45%	42%	46%	46%	41%
c) on rare occasions	33%	29%	27%	29%	27%	27%	29%
d) never	16%	11%	10%	12%	7%	8%	13%
e) no answer	3%	4%	5%	4%	8%	7%	4%

TABLE 5

Summary of student profiles from the eight schools to selected questions (by%)	On Campus	Off Campus	Com-muter	Full Time	Part Time	Grad	Under grad.
14. The services I receive from librarians are							
a) excellent	10%	14%	18%	15%	19%	15%	17%
b) good	47%	49%	47%	49%	45%	48%	47%
c) fair	22%	10%	16%	17%	15%	17%	17%
d) poor	6%	6%	3%	4%	2%	3%	4%
e) question does not apply	14%	9%	11%	12%	11%	11%	12%
f) no answer	1%	4%	5%	3%	8%	6%	3%
15. My ability to find materials							
a) able to find	20%	29%	31%	29%	30%	27%	31%
b) sometimes able to find	54%	46%	48%	48%	47%	50%	47%
c) rarely able to find	23%	20%	15%	19%	12%	15%	18%
d) no answer	3%	5%	6%	4%	11%	8%	4%
18. Library orientation							
a) helpful	8%	12%	14%	11%	19%	11%	14%
b) of little use	9%	8%	7%	8%	5%	5%	9%
c) not aware of them	76%	68%	66%	69%	63%	69%	67%
d) other	4%	5%	4%	5%	2%	4%	5%
e) no answer	3%	7%	9%	7%	11%	11%	5%
19. Alternative to improve services							
a) purchases of new volumes	15%	15%	13%	14%	13%	14%	14%
b) provide extra copies	15%	19%	21%	19%	21%	22%	18%
c) increase reference staff	8%	7%	8%	8%	9%	9%	7%
d) increase shelving staff	8%	7%	7%	8%	6%	7%	7%
e) increase hours of service	13%	9%	8%	9%	8%	7%	11%
f) speed up loan desk service	7%	11%	11%	10%	11%	11%	9%
g) provide assistance in stacks	12%	10%	13%	12%	13%	12%	13%
h) increase the hours	16%	13%	10%	12%	9%	9%	13%
i) other	2%	3%	3%	3%	2%	2%	3%
j) no answer	4%	6%	6%	5%	8%	7%	5%
21. Present library hours are							
a) more than adequate	48%	49%	54%	28%	24%	23%	30%
b) adequate	15%	25%	29%	51%	54%	56%	40%
c) less than adequate	32%	20%	10%	15%	11%	12%	17%
d) no answer	5%	6%	7%	6%	11%	9%	5%

LIBRARY USER SURVEY
Composite Statistics
INSTRUCTIONS TO PARTICIPANTS
April 1976

Please check the appropriate space for each question. We greatly appreciate your cooperation. Thank you.

SCHOOL

513	(1)	Washington Square University College
445	(2)	School of Education, Health, Nursing & Arts Professions
165	(3)	College of Business, Public Administration
154	(4)	School of the Arts
90	(5)	School of Social Work
-	(6)	Graduate Business Administration
116	(7)	Graduate Public Administration
194	(8)	Graduate School of Arts on Science
71	(9)	School of Continuing Education
-	(10)	Law School
1,748		

LEVEL

99	(1)	Ph.D candidate
709	(2)	Master's candidate
704	(3)	Undergraduate-upper level
212	(4)	Undergraduate-lower level
20	(5)	Special
3		Blank

RESIDENCE

196	(1)	On Campus
308	(2)	Off Campus-Greenwich Village
1,233	(3)	Commuter
11		Blank

AGE

1,108	(1)	18-24
327	(2)	25-30
114	(3)	31-35
46	(4)	36-40
70	(5)	40-50
24	(6)	50-60
4	(7)	over 60
5		Blank

SEX

792	(1)	Male
944	(2)	Female
12		Blank

STATUS

1,270	(1)	Full Time
459	(2)	Part Time
19		Blank

FINANCIAL AID

1,020	(1)	None
376	(2)	University Scholarship Asst.
416	(3)	Other Scholarship
57	(4)	Work Study
34		Blank

LIBRARY USER SURVEY

Composite Statistics

1. I visit Bobst Library:
   970 1) At least once daily
   2) About 3-5 times weekly
   3) About once a week
   759 4) Two or three times a month
   5) About once a month
   6) Irregularly (less than once a month)
   20 Blank

2. I do not use Bobst because: (Check more than one if applicable)
   194 1) I prefer to buy my own magazines and books
   143 2) I prefer to use off-campus libraries
   349 3) I don't have enough time to use the library
   253 4) It is too difficult to get needed materials from Bobst
   187 5) I have no need to use the library for my schoolwork
   61 6) I don't like libraries
   106 7) Other reasons: (list) _____
   866 Blank

3. The average time which I spend at the library on any one visit is:
   298 1) less than one hour
   712 2) less than two hours
   693 3) over two hours
   49 Blank

4. My primary purpose for coming to the library is to: (check one)
   225 1) Charge/return/renew books
   507 2) Study, using my own materials
   767 3) Find and use materials for a course, a term paper
   343 4) Do research
   56 5) Do casual reading
   29 6) Listen to music
   6 7) Attend class
   7 8) Use book locker
   43 9) Other (list); _____
   47 Blank

5. In addition to the above, I also come to the library to: (check more than one if applicable)
   596 1) Charge/return/renew books
   478 2) Study, using my own materials
   626 3) Find and use materials for a course, a term paper
   579 4) Do research
   219 5) Do casual reading
   79 6) Listen to music
   17 7) Attend class
   38 8) Use book locker
   65 9) Other (list) _____
   240 Blank

6. The subject areas I use at Bobst are: (Check each one you use):

281 1) Education
143 2) Social Work
511 3) Humanities
130 4) Music
199 5) Science, pure
359 6) Science, applied (inc. Nursing, Home Econ, Medicine, Technology)
596 7) Social Sciences
146 8) Public Administration
418 9) Psychology
272 10) Business, Economics
233 11) Film, Drama, Cinema
12) Other: 99
82 Blank

7. The subject area most frequently used from the above list is number _____. 1-91, 2-77, 3-225, 4-32, 5-111, 6-202, 7-216, 8-84, 9-115, 10-171, 11-109, 12-57, Blank-285.

8. I use the library for "non-academic" or social reasons (meeting friends)

19 1) on every visit
96 2) on more than 50% of my visits
459 3) on less than 50% of my visits
4) never 1,118
Blank-79

9. I use the following resources while ar the library (check more than one if applicable):

909 1) Periodicals/newspapers
963 2) Reserve books
755 3) Reference collection
1,067 4) Books from general stacks
275 5) Microforms
42 6) Instructional Media Center
140 7) Government Documents
150 8) Music listening
46 9) Other (list)
119 Blank

10. The particular resource which I use most frequently from Question #9 is number: 1-277, 2-334, 3-223, 4-602, 5-29, 6-4, 7-13, 8-33, 9-23, Blank-263.

11. In most instances, my success in finding the information and library materials I need is:

119 1) Excellent (found everything)
778 2) Good (found most things)
508 3) Fair (found some things)
223 4) Poor (found few things)
64 5) The question does not apply to me
70 Blank

12. Books I find in the card catalog are on the shelf

512 1) usually(1)
819 sometimes(2)
266 rarely(3)
146 Blank

13. I ask the librarians for assistance when searching for materials:

227 1) Generally
753 2) Occasionally
494 3) On rare occasions
188 4) Never
88 Blank

14. In most instances, the services I receive from the librarians and library staff is:

285 1) Excellent
833 2) Good
299 3) Fair
62 4) Poor
197 5) The question does not apply
77 Blank

Composite Statistics

15. The following statement best describes my feeling in regard to my ability to find materials and to search for information in the librar

515 1) I am usually able to find what I am searching for without wasting time and effort.
840 2) I am sometimes able to find what I am searching for without wasting time and effort.
295 3) I am rarely able to find what I am searching for without wasting time and effort.
103 Blank

16. In most cases, the physical condition of the library materials I use is:

263 1) Excellent
1,082 2) Good
264 3) Fair
30 4) Poor
40 5) Question does not apply
71 Blank

17. If all the periodicals (excluding science) were brought together in one area, the result would be:

833 1) helpful
264 2) rather keep the present arrangement
453 3) would not matter
199 Blank

18. The library orientation and subject seminars are:

220 1) helpful
125 2) of little use
1,186 3) I am not aware of them
79 4) Other: _____
[illegible] Blank

_____

_____

19. If I had to choose, I would select the following alternative for improving library services

426 1) Increase annual purchases of new volumes
615 2) Provide extra copies of volumes currently held
252 3) Increase the reference staff
221 4) Increase the bookstack shelving staff
276 5) Increase the hours of service
314 6) Speed up loan desk service
376 7) Provide assistance on the book stack floors
348 8) Increase the hours the library is open for study
83 9) Other: _____
189 Blank

_____

_____

20. From the above list, the second most important alternative is number___. 1-238, 2-314, 3-107, 4-110, 5-116, 6-157, 7-170, 8-144, 9-38, Blank-351.

Library User Survey

21. For my particular needs, the present library hours are:

464 1) more than adequate
910 2) adequate
251 3) less than adequate
123 Blank

22. Assuming that Bobst Library was open for the hours shown below, I would probably use the library at the times marked (please use check marks):

		MON.	TUES.	WED.	THURS.	FRI.	SAT.	SUN.	Blank
22.	8-9	146	137	146	131	117	117	107	1,445
23.	9-10	186	158	179	166	138	204	193	1,258
24.	10-11	249	201	230	212	189	311	311	1,055
25.	11-12	244	217	234	223	213	362	386	977
26.	12-1	261	299	262	313	245	395	441	864
27.	1-2	300	367	298	358	272	432	500	780
28.	2-3	325	375	313	365	271	424	507	795
29.	3-4	370	373	348	369	263	387	475	837
30.	4-5	290	333	304	330	248	332	408	963
31.	5-6	282	303	299	286	212	264	323	1,071
32.	6-7	297	298	290	259	217	223	294	1,148
33.	7-8	328	327	324	277	241	217	286	1,156
34.	8-9	361	331	357	335	240	209	278	1,165
35.	9-10	320	302	314	298	219	186	262	1,246
36.	10-11	260	253	251	253	184	159	209	1,323
37.	11-12	202	192	192	197	145	117	164	1,426
38.	12-1	159	147	150	150	113	103	136	1,502